

1. Purpose

The objective of this Policy is to ensure compliance to the Standards for Registered Training Organisations and the VET Quality Framework.

2. Policy Statement

Belelmo Pty Ltd Essential Business Training - RTO 91492 is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

The owners of the RTO believe that with solid policies and procedures, good staff and regular training, we can provide great quality training and assessment. The RTO and its owners are dedicated to sourcing, upskilling and developing the best trainers and staff in industry as part of their commitment to providing the best training in industry. However, as part of this, we have strong policies and processes to quality delivery.

3. Compliance

This policy and procedure maps to Standards 1-8.

4. Scope

Quality Advisor (QA) is responsible maintaining the policies, procedures, supporting training of all staff on policies and procedures and undertaking regular internal audits to ensure quality processes.

Director is responsible for performance management of staff who are identified as not conforming to the procedure.

This procedure is designed to be read in conjunction with the

- Training and Assessment Strategy Development Procedure (outlines how training programs are developed)
- Trainer & Assessor Capability & Development Procedure (outlines how the RTO ensures that assessment is undertaken by suitably qualified assessors)
- Learner Support Procedure (outlines how learner needs are identified, and assessments can be adapted to meet individual learner requirements)
- Complaints and Appeals Procedure (outlines how learners can challenge assessment decision outcomes)
- Conflict of Interest Procedure (outlines how staff can identify where a potential conflict of interest may affect an assessment decision to ensure validity of the assessment process)
- Effective Assessment & Validation Procedure (how assessment and validation are undertaken and recorded by the RTO)

- Critical Incident and Student Support Policy & Procedure (how critical incidents and general student support are provided within the RTO)
- Access and Equity Policy and Procedure (how access and equity is ensured)
- Financial Management Policy and Procedure (how finances are managed and fees, charges and refunds are managed)
- Plagiarism, Cheating & Collusion Policy & Procedure (how the college ensures authenticity in assessments)
- Enrolment Policy & Procedure (how the RTO ensures students are fully informed prior to enrolment)
- Industry Engagement Policy & Procedure (how the RTO engages with industry)

5. Procedure

The RTO is committed to a quality Training and Assessment process and is passionate about continuous improvement of its business practice. To do this the RTO will undertake a review of its practices against the Standards for Registered Training Organisations each calendar year and a Schedule for this will be provided to staff involved.

The internal audits also include the schedule of reviews completed in reporting to the regulator, this includes but is not limited to;

- Review of AVETMISS data and lodgement the AVS to NCVER in January or February each year;
 - Review of duration of training of qualifications (in alignment to TAS);
 - Completion rates for units, qualifications and cohorts via saved aX reports;
 - Highest delivered units to determine risk rates for units and qualifications (data feeds into validation register);
- Review of overall quality and self-assessment in order to submit Annual Declaration of Compliance with ASQA, by 31 March for the previous financial year; as part of this process, the following actions occur:
 - Feedback from external audit is filtered into the outcomes (quality tab, view learner surveys);
 - Annual check of ASQANet to ensure that delivery sites, website, training products are correct;
 - Cross-check delivery in aXcelerate and TGA to identify training products that can be removed from scope;
 - Cross-check of website, marketing and TAS to ensure consistency;
 - Update of validation register to account for following financial year;

- Review of AQTF surveys and general industry and learner feedback to generate and report on Quality Indicators in June each year.
 - Pull information from aX on learner feedback (facilities, learner materials, duration, trainer quality, etc.)
 - Review complaints and appeals register to identify any themes;
 - Review feedback in aXcelerate instances (assessment management; unit of competency; instance; marking);
 - Review feedback on trainers and identify any trainers that may need support or PD in relation to learner engagement;

Additional reviews occur through the following mechanisms;

- External reviews occur each year from Aniwaya in March prior to Annual declaration, feedback from the external review will filter into management meetings;
- Feedback is provided on a regular basis from Aniwaya in relation to Regulator feedback and RTO Industry best practice;
- Internal reviews which occur throughout the year;
- Validations and updates to training and assessment materials which occur throughout the year (refer to validation register);
- Completed instances in aXcelerate provide outlines of learner engagement outlining response rates of questions;
- Reviews which occur as a result of a complaint (reviewed with Directors and Quality Advisor);
- Reviews of documentation and policies in line with the Quality Management Schedule, held by the Quality Advisor;
- Reviews of policies and procedures as allocated by document control and updated by quality

All of the above feed into the internal RTO quality management process. For further information refer to the Quality Management Schedule.

Other quality management activities include but are not limited to:

- Review of trainer matrices
- Review of marketing and website
- TAS reviews
- Trainer Professional Development

6. Monitoring and Improvement

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation
- June 2023- Update based on Regulator feedback

Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

<NAME> (Position)